AMENDMENTS TO IN THE SPECIFICATION

Please replace the paragraph beginning on page 10, line 21, with the following amended paragraph:`

Referring to Fig. 2, a contact or call switching architecture according to an embodiment of the present invention is depicted. The architecture includes a controller 100 connected to a packet interface 104 via network line 108. The controller 100 and packet interface 104 respectively include a processor 112, 116 and memory 120, 124. Controller memory 120 includes a packet control driver 128, various counters 132 (which provide information on the operation of the packet interface), queue(s) 140 and other variables 136. Packet interface memory 124 includes counters 144, queues in buffers 152 and other variables 148. The queues 156 typically follow a first-in-first-out standard. The packet interface 104 is in turn connected to ~~telephones 160~~ memory (ISDN) board(s) 163 via a packet bus 162 and the memory (ISDN) board(s) 163 ~~which~~ are in turn connected to telephones 160 via LAPD links 164. The packet interface 104 can be further connected to a primary rate interface (PRI) trunk [[165]] (not shown) and one or more other boards [[166]] (not shown) connected to various end points ~~165a-n~~ (not shown).